



## What is Non-Emergent Medical Transportation (NEMT)?

Non-Emergent Medical Transportation (NEMT) is transportation to and/or from Medicaid medical appointments or services, and is only available when a client has no other means of transportation.

Types of transportation available include:

- Ambulance
- Plane
- Mobility vehicle
- Private vehicle
- Public transportation
- Wheelchair van
- Stretcher van
- Train
- Reimbursement also may be provided for gas, bus tokens and bus passes.

## Who is eligible?

- Most Medicaid clients who have no other means of transportation may qualify
- Clients under the following Medicaid programs do not qualify:
  - Child Health Plan Plus (CHP+)
  - Old Age Pension – State Medical Program (OAP SMP)
  - Qualified Individual – 1 Medicare (QI-1)
  - Qualified Medicare Beneficiary (QMB)
  - Special Low-Income Medicare Beneficiary (SLMB)

## What additional services are available?

Meals and lodging may be covered under NEMT. Transportation, meals and lodging for an escort to accompany an at-risk adult or child may also be covered.

## What services are not covered?

Transportation anywhere other than a Medicaid medical appointment or service with an authorized Medicaid provider.

## Is there transportation for non-medical appointments or services?

If you are enrolled in a Home and Community Based Services (HCBS) Waiver program, some non-medical transportation may be covered. For additional information call 303-866-3832.

## When I call, what information will I need to provide?

- Name
- Medicaid Identification Number
- One other type of personal information, such as birth date
- Date the ride is required
- Actual address of pick-up location
- Name of medical provider

## How do I schedule NEMT services?

- You must [contact First Transit](#), if you live in the following counties:
  - Adams
  - Arapahoe
  - Boulder
  - Broomfield
  - Denver
  - Douglas
  - Jefferson
  - Larimer
  - Weld
- Clients call 855-264-6368; Providers call 855-677-6368.
- If you live in a county that is not listed above, contact your local county office.

CONTACT:

Program:

Customer Service

303-866-3513

Toll free: 1-800-221-3943

